

CUSTOMER INFORMATION

Terms & Conditions

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These terms apply when you use lavonelle.com and when you buy from us online or by WhatsApp. Please read them before you order. By completing your purchase, you agree to them. These terms are written in line with UAE law, and nothing in them limits your rights as a consumer under it.

1. About us

lavonelle.com is operated by LAVONELLE Trading ("Lavonelle", "we", "us"), a sole establishment licensed in Dubai, which trades under the brand Lavonelle Beauty. We distribute professional beauty brands.

LAVONELLE Trading (لغونيل للتجارة), Sole Establishment

Trade licence no. 1649501, issued by the Dubai Department of Economy and Tourism

Dubai, United Arab Emirates

Email: hello@lavonelle.com · WhatsApp: +971 54 488 8528 · lavonelle.com

2. Our products

- We distribute professional haircare and beauty brands. The brand names, logos and packaging designs belong to their owners. We source our products directly from their manufacturers, in Europe, Asia and elsewhere. Each product page shows the country of origin.
- Each product page gives the brand, a description and the key ingredients. Product photos are for illustration, and brands update their packaging from time to time, so what you receive may look slightly different.
- Always read the label before use. If our website and the label differ, follow the label.
- Our products are cosmetics, not medicines. Before trying a new product, we recommend a patch test, and you should stop using it if irritation occurs. For a scalp or skin condition, hair loss or any medical concern, please see a doctor or pharmacist.

3. Professional-use products

Some products, such as the Aurané Hair Rebuilding Serum No.1 and No.2, are for professional use only. We sell them only to salons and qualified hairdressers, including mobile and home-service stylists, and they are not available in our online store. We may ask for proof of your professional status before accepting an order. By buying professional-use products, you confirm that you will use them according to the manufacturer's instructions and will not resell them to consumers for home use.

4. Prices and payment

- Prices are shown in UAE dirhams (AED). LAVONELLE Trading is not currently registered for VAT, so no VAT is charged. If we register in future, all prices shown will include VAT, as UAE law requires.
- Delivery charges are shown at checkout before you pay.
- **Card payment:** we accept debit and credit cards at checkout, with no surcharge for paying by card.
- If a price is obviously wrong because of an error, we will contact you before dispatch. You can then confirm the order at the correct price or cancel it for a full refund.

5. Your order

- We register every order and confirm it to you by email within a few hours, during working hours. For card payments, your order is accepted once payment is completed.
- **Cash on collection:** if you choose to collect your order, you can pay in cash when you collect it from the collection point we confirm with you. Cash is not accepted for delivered orders.
- We may contact you to verify an order before dispatch, for example an unusually large order, to protect you and us from fraud.
- We may cancel an order if a product is out of stock, a price contains an obvious error, we suspect fraud, we cannot deliver to your address, or we cannot verify your professional status for a professional-use product. If we do, we refund you in full.

6. Cancellations

- **Free cancellation:** you can cancel your order free of charge until we send you the email confirming dispatch. To cancel, contact us by email or WhatsApp with your order number.
- **After dispatch:** an order can no longer be cancelled. Our Returns & Refunds Policy then applies.
- **Refunds for cancelled orders** are made within 7 working days: to the original card, or by bank transfer for cash orders.

7. Delivery

- We currently deliver within the United Arab Emirates only.
- UAE delivery is a flat AED 35 per order, whatever the size or weight, including orders sent to a collection point.
- Delivery usually takes 3 to 5 working days from the date of your order, and orders often arrive sooner.
- Responsibility for the products passes to you when they are delivered to you or to someone you nominate.

Our Shipping & Delivery Policy gives the full details of processing times, tracking, collection, failed deliveries and damaged parcels. It forms part of these terms.

8. Returns and refunds

Our Returns & Refunds Policy explains what can be returned, how to make a claim and how refunds and store credit work. It forms part of these terms.

9. Offers and promotional codes

Offers and promotional codes are valid for the period and under the conditions stated with them, and while stock lasts. Unless stated otherwise, only one code can be used per order, and codes cannot be exchanged for cash. Sets are priced as sets and cannot be split. If we reduce the price of a product within one week of your purchase, we will tell you, and you can claim the difference within 30 days of purchase, as UAE law provides.

10. Your account and store credit

If you create an account, please keep your password confidential. You are responsible for activity on your account. Store credit issued to your account can be used on lavonelle.com within 12 months of issue and cannot be exchanged for cash, except where UAE law entitles you to a refund.

11. Reviews and ratings

You are welcome to rate and review our products and service. Reviews must be honest and lawful and must not contain offensive content or other people's personal data. We may remove reviews that break these rules, but we will not remove a review simply because it is negative.

12. Intellectual property

The content of our website, including text, photographs, design and the Lavonelle name and logo, belongs to LAVONELLE Trading or its licensors. Brand names and logos of the products we distribute belong to their respective owners. You may not copy or use our content for commercial purposes without our written permission.

13. Using our website

You must not misuse our website, for example by trying to gain unauthorised access, introducing harmful code or copying content automatically. We work to keep the site available and accurate, but we cannot guarantee that it will always be uninterrupted or error-free.

14. Our responsibility to you

- We are responsible for products that are damaged, faulty or not as described, as set out in our Returns & Refunds Policy and UAE consumer protection law.
- We are not responsible for reactions or results caused by using a product other than as the label directs, or for damage caused after delivery.
- Nothing in these terms limits or excludes any right or remedy you have under UAE law, and any term that would do so has no effect.

15. Events outside our control

We are not responsible for delays caused by events outside our reasonable control. If such an event affects your order, we will let you know as soon as possible, and you can cancel and receive a full refund for anything not yet dispatched.

16. Your personal data

Our Privacy Policy explains how we collect and use your personal data, in line with Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data.

17. Changes to these terms

We may update these terms from time to time. The version published when you place your order is the one that applies to it.

18. Language

These terms are published in Arabic and English. If the two versions differ, the Arabic version prevails.

19. Governing law and complaints

These terms are governed by the laws of the United Arab Emirates, in particular Federal Law No. 15 of 2020 on Consumer Protection and its Executive Regulations (Cabinet Resolution No. 66 of 2023), and Federal Decree-Law No. 14 of 2023 on Trading by Modern Technological Means. The courts of Dubai have jurisdiction over any dispute.

If you have a complaint, please contact us first. We reply within 2 working days and aim to resolve most issues directly. If you are not satisfied, you can contact the Consumer Protection department of the Dubai Department of Economy and Tourism (consumerrights.ae).

20. Contact us

- **Email:** hello@lavonelle.com
- **WhatsApp:** +971 54 488 8528
- **Contact form:** on lavonelle.com